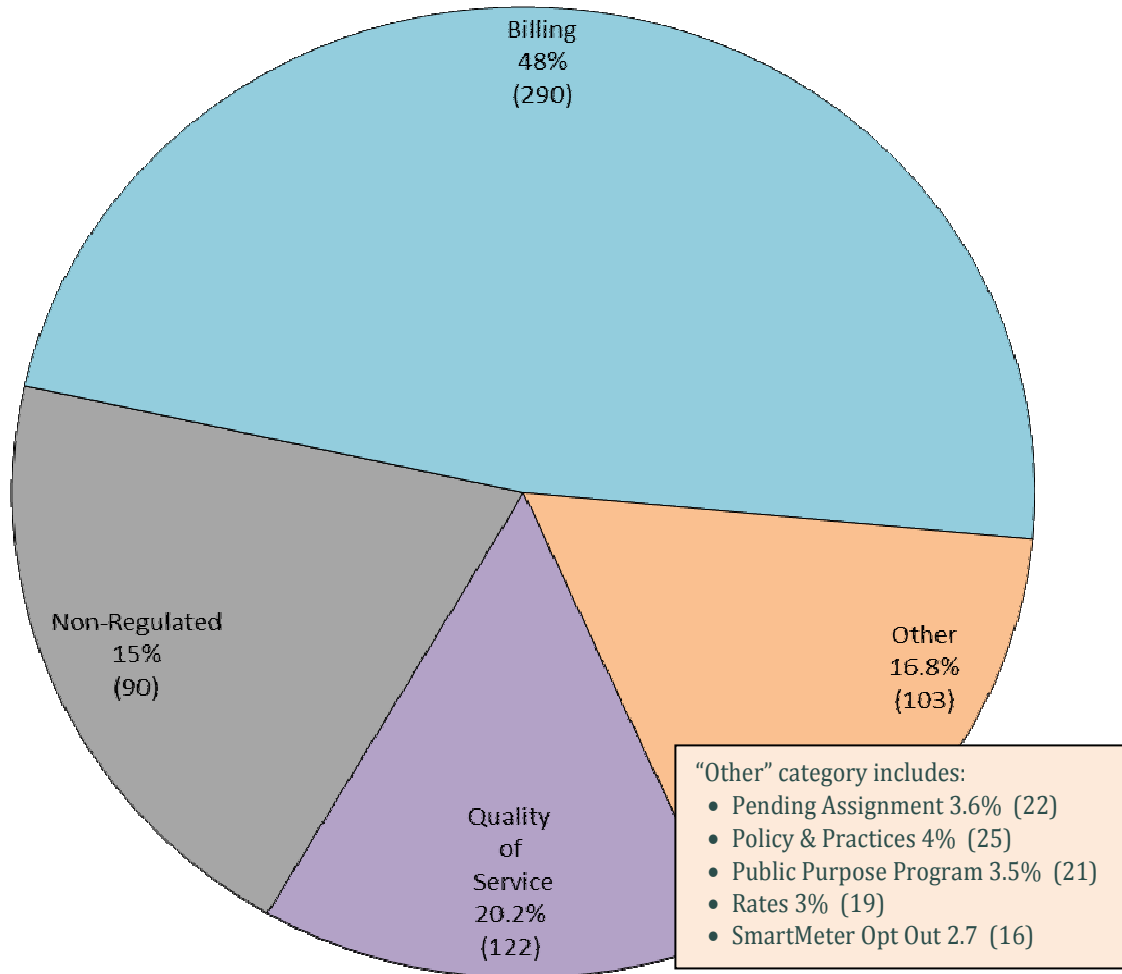


California Public Utilities Commission

November 2013

605 Consumer Contacts* to the Consumer Affairs Branch (CAB) on
Energy (Electricity and Natural Gas) Utilities



*Numbers in parenthesis are the actual number of contacts (phone calls, electronic submissions, or letters) received by the Consumer Affairs Branch for each primary category in the Consumer Information Management System (CIMS).

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Top 10 Sub-categories in the Energy Industry* Questions, Inquiries, and Complaints Received by CAB <i>Identifies most common consumer topics related to Energy in the current month</i>	
Topic	Description
Payment Arrangements	Refers to a form of utility assistance that allows customers to repay a past due bill amount over a period of time. Many utilities do not offer this type of arrangement particularly the cell phone industry. Utilities may elect not to enter into a pay plan with consumers based on a prior history of previous broken arrangements.
High Bill	Refers to complaints regarding bills that are higher than normal, and consumers cannot think of possible reasons that could account for the level of use as stated on the bill. This also includes duplicate billing issues.
Disconnection Non Payment	Refers to a customer's utility service being shut off. This can be initiated by the consumer or by the utility for a non-payment.
Disputed Customer of Record	Refers to a consumer being held responsible for an unpaid balance. The case will be investigated to decipher whether the current consumer derived any benefit while living with the previous account holder who was responsible for the bill. The utility company will bill the party benefitting from the use whether or not the said party is responsible for creating the unauthorized use.
Outage	Refers to any disruption in service not related to non-payment.
Non Jurisdictional Gas/Electric Aggregators	Refers to entities that gather potential customers together to offer a discounted rate for serves provided by a competitive gas/electric supplier.
Safety	Refers to gas leaks, tree trimming, dropped or downed power lines, and/or utility vehicles not being coned off.
Bill Adjustment	Refers to discount allowable by a public purpose program subsidy or other discount that does not appear on the consumer's bill. Also includes issues related to credits, refunds, or rebates.
Delayed Orders/Missed Appointments	Refers to contacts concerning field visit appointments missed by the utility company's representative. Usually caused by delayed orders or heavy workload.
Deposits	Refers to a dispute resulting from the utility requiring a deposit to establish credit before the service is activated, to reestablish credit due to termination of service for non or late payment, and/or over the deposit amount.

*CAB recently upgraded its internal database with a new Business Rules Manager in order to improve case processing. For the month of November 2013, the top ten subcategories of contacts to CAB will be provided on an industry-wide basis, which is different from what has been provided in previous months. CAB will provide more specific industry data on subcategories in early 2014.

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